

<b>37-09: SCHEDULE &amp; COMPENSATION</b>	<b>POLICY TITLE:</b>	<b>37-09-001: ACS Hours of Operation</b>
	<b>EFFECTIVE DATE:</b>	1/07/2013
	<b>REVISED DATE:</b>	12/16/2013
<b>POLICY SUMMARY:</b>	Identifies the regular hour of operations for ACS.	
<b>PURPOSE:</b>	To describe the hours of operation for noted animal-related services at both the main and auxiliary shelter, holiday hours, and emergency service hours.	
<b>DESIRED OUTCOME:</b>	To ensure that all animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at Animal Care Services (ACS).	
<b>RESPONSIBLE PARTY:</b>	All ACS Staff	
<b>POLICY OWNER:</b>	Assistant to the Director	

## POLICY DETAILS

### HOURS OF OPERATION

Animal Care Services (ACS) will maintain a fully staffed animal care operation capable of providing shelter services 7 days a week and field services 24 hours a day, 7 days a week. The main shelter, located at 4710 Highway 151, is open for animal-related services as follows:

	<b>Owner Reclaim, &amp; Foster/Rescue</b>	<b>Animal Intake</b>	<b>Adoption</b>
<b>Monday</b>	11:00am–7:00pm	CLOSED*	11:00am–6:30pm
<b>Tuesday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Wednesday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Thursday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Friday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Saturday</b>	11:00am–5:00pm	11:00am–5:00pm	11:00am–4:30pm
<b>Sunday</b>	12:00pm–4:00pm	CLOSED*	12:00pm–3:30pm

\*ACS may take in animals who exhibit elevated levels of pain, disease, injury, or behavioral concerns on case-by-case basis as determined by ACS Veterinarian or on-site Manager.

## **ACS QUARANTINE FACILITY**

ACS currently utilizes the Brooks Auxiliary Shelter, located at Brooks City Base, as a Quarantine Facility to hold pets associated with a bite or cruelty investigation. Due to requirements imposed by the State of Texas for pets under quarantine, this facility shall be a closed facility to the public. Access to the facility shall be limited to Departmental employees, ACS Advisory Board, representatives of the State, or those with permission from the Director or his/her designee such as repair or service technicians.

Staff shall not instruct non-authorized individuals to visit the Brooks Auxiliary Shelter, nor shall staff provide to non-authorized individuals directions to its location. Any non-authorized individuals who visit the Brooks Auxiliary Shelter will not be allowed access and instructed to come to the 151 location for assistance.

At no time shall it be appropriate for a pet to be picked up at the Brooks facility by a non-authorized individual. All pets located at the Brooks facility shall be transported to the ACS 151 Facility for pick-up. Any individual requesting to see a pet located at the Brooks facility, shall work with staff to coordinate the visit after the end of the quarantine period and after the pet is transported to the ACS 151 location. All coordinating efforts and plans shall be appropriately documented in Chameleon. This includes placing any required holds and instructional notes in Chameleon.

## **HOLIDAY HOURS**

ACS is closed for all city holidays as approved by City Council; however, the ACS Director may modify operating hours as he/she deems necessary. Every effort is to be taken to notify the public of modified operating hours or shelter closure including, but not limited to: proper signage on campus, media press release and social media networks.

## **EMERGENCY SERVICE HOURS**

ACS responds to animal emergencies every day of the year. The public should call the City's customer service number (3-1-1) should they encounter an emergency situation. A situation is considered an emergency in which an animal is in danger or is creating a danger.

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## **POLICY AUTHORIZATION**

Signature: Kathy Davis Date: 12/16/13  
Name: **Kathy Davis**  
Title: ACS Director